



January 28, 2020 (*Updated August 14, 2020*)

Web Announcement 2088

Attention Provider Type 22 (Dentist):

Issue Resolved Regarding Claims that Denied with Error Code 5064

Claims with dental codes submitted by provider type 22 (Dentist) may have denied in error with error code 5064 (Exact duplicate, dental to dental) when a dental code was submitted with multiple details (i.e., with a different Area of Oral Cavity (AOC) or different quadrant). The impacted procedure codes are D4230, D4231, D7310, D7311 and D9223.

Effective January 27, 2020, claims that do not require a quadrant, tooth number or tooth surface will no longer deny in error with error code 5064. Claims that require a quadrant, but no tooth number/tooth surface, will deny correctly if a quadrant is not specified.